

# **U.S. EMBASSY KUWAIT**

## **VACANCY ANNOUNCEMENT NO. 021-12**

**OPEN TO:** ALL INTERESTED CANDIDATES

**POSITION:** COMPUTER MANAGEMENT ASSISTANT (LAN)  
FSN-1815-08\*; FP-06\*\*

**OPENING DATE:** July 10, 2012

**CLOSING DATE:** July 23, 2012

**WORKING HOURS:** FULL-TIME; 40 hours per week

**SALARY:** Full performance level:  
  
Not-Ordinarily Resident (NOR):  
US\$ 37,828 p.a. (Starting Salary) ; Position Grade: FP-06  
(\*\* Final grade/salary to be determined by HR/OE – NEA/EX/HRD)

Ordinarily Resident (OR): KD 8,576 p.a. (Starting Salary)  
Position Grade: FSN-8  
\* Actual grade and salary will be based on the qualifications of the applicant.

The U.S. Embassy in Kuwait is seeking an individual for the position of a Computer Management Assistant (LAN) in the Information Management Office.

### **Important note:**

**Ordinarily Resident (OR)** applicants must have the required work and/or residence permit to be eligible for consideration. (This applies to all foreign nationals (US and non-US citizens) residing in Kuwait).

**All applicants (US citizen and non-US citizens) who are family members of USG employees officially assigned to post and NOT under Chief of Mission authority must be residing in country and have the required work and/or residency permits to be eligible for consideration.**

**All US Citizens (USEFMs, EFM, or MOHs as defined below) of US Government Employees assigned to the Mission and under Chief of Mission authority are eligible for consideration.** A US Citizen EFM does not have to be residing in country to be considered but the sponsoring officer under COM authority does have to be officially assigned to post.

## TO APPLY

Interested applicants for this position **must** submit the following **or the application will not be considered.**

1. Application for US Federal Employment (DS-174) which is available on the Embassy's site: <http://kuwait.usembassy.gov> and/or
2. A current résumé or curriculum vitae that provides the **same information** as the DS-174 (specifically section 1-24 of the DS-174)
3. Copy of the high school certificate/university degree (per the requirement of the position).
4. Copy of the Civil ID or passport copy including the residence permit page.
5. Candidates who claim US Veterans preference **must** provide a copy of the form DD-214.

## SUBMIT APPLICATION **BEFORE THE CLOSING DATE** TO:

Human Resources Office  
American Embassy Kuwait  
Bayan, Block 13, Al-Aqsa Mosque Street

**OR** Email the application to: [HROKuwait@state.gov](mailto:HROKuwait@state.gov)

**Please note that incomplete applications will not be accepted.**

## BASIC FUNCTION OF THE POSITION

The incumbent serves as the LAN Computer Management Assistant for the American Embassy and reports directly to the Systems Manager. S/he is responsible for all operations and system administration activities on our LAN/WAN, which includes installation, configuration, maintenance and controlling of multiple interconnected servers, and workstations, VPN circuits, VoIP, Broadband Wireless Access, and ISDN. S/he should demonstrate excellent customer and application support.

Duties include:

### 1. **Application System Administration and User Support**

The incumbent is responsible for these tasks on each of the following applications.

- Proprietary Applications
- Commercial off the shelf applications including Microsoft Office.
- Relational databases, SQL, MS Access.
- Install, configure and customize applications on server and users' workstations.

Troubleshoot equipment failures and application anomalies.

Implement and update security and control of the protection of records and files in accordance with regulations and report all difficulties.

Backup data files and programs and perform restoration of data or programs whenever required.

Maintain all user accounts and associated records in a proper working document.

### 2. **LAN User Support and Management Advisory Service**

The incumbent will maintain user accounts, system access rights, and security settings. S/he will set up computer user groups as required and ensure all computer system security procedures are followed, including password protection and physical security measures. The incumbent will provide expeditious solutions to employees' computer problems as well as to LAN/WAN issues. (S)he will participate in routine dialogue with customers to monitor the use of their equipment and to help ensure they are using the system properly and in accordance to policy. (S)he will take initiative to provide and update manuals, guidelines, operating procedures and general instructions for use by computer users and colleagues. Assists the Systems Manager to maintain inventories of all computer supplies and hardware, including serial numbers and user assignments, cabling diagrams, system configuration and network map, software, reference books and training videos.

- Under the Systems Manager's direction, (s)he will coordinate parts and supplies inventory with the Expendable Property Clerk and order/reorder supplies and equipment as needed.

Based on an understanding of user requirements and potential needs to meet computerization goals, incumbent will seek ways to maximize utilization of the computer system, expand the applications base and improve computer methods to facilitate the work of the post. (S)he will strive to make the operations of the Embassy more cost-effective through improved IT management systems. (S)he will project hardware requirements and make recommendations to the Systems Manager for replacement of old equipment as well as new equipment procurement.

3. **LAN/WAN Maintenance and Support:** The incumbent will install LAN/WAN hardware and software including cabling between offices and/or buildings, configure new workstations in accordance with existing security regulations, check connectivity with the network and troubleshoot network problems. The incumbent will perform routine maintenance on all computer equipment and LAN/WAN systems and assist the Systems Manager with developing and implementing a maintenance plan for Embassy equipment and LAN/WAN systems. S/he will ensure that the latest, authorized version of anti-virus software is installed and working properly on all networks. In addition to troubleshooting all hardware and software systems problems, the incumbent will maintain a legible and comprehensive record log of all actions conducted on the LAN/WAN. This includes all workstations, peripherals, cabling, and software changes. Install, configure and maintain switches, routers, VPN equipment in accordance with policy. The incumbent will ensure overall LAN/WAN operations are performed in accordance with current regulations. S/he will assist the Systems Manager in ensuring an adequate stock of computer supplies and equipment is on hand at all times.

## **QUALIFICATIONS REQUIRED:**

1. Possession of a Bachelor's Degree in Computer Engineering, IT system, or Computer Science.
2. Two years experience in system administration position, information system management or computer systems technology.
3. Level III (good working knowledge) of English.
4. Knowledge of network operations, technical understanding of system analysis and strong customer support skills.

## **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

**Only those qualified applicants will be called for a test/interview.**

## **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.

5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

## DEFINITIONS

1. US Citizen Eligible Family Member (USEFM) – **For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:**
  - US Citizen; and,
  - EFM (see above) at least 18 years old; and,
  - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
    1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
    2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
2. EFM: An individual related to a US Government employee in one of the following ways:
  - Spouse;
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
  - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
3. Member of Household (MOH) – An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a US Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:
  - Not an EFM; and,
  - Not on the travel orders of the sponsoring employee; and,
  - Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:
  - Is not a citizen of the host country; and,
  - Does not ordinarily reside (*OR*, see below) in the host country; and,
  - Is not subject to host country employment and tax laws; and,
  - Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:
  - Is locally resident; and,
  - Has legal, permanent resident status within the host country; and,

- Is subject to host country employment and tax laws.
- EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the LCP.

**CLOSING DATE FOR THIS POSITION: COB July 23, 2012**

**An equal opportunity Employer**

The US Mission in Kuwait provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.